

D.T.E. Question 1(a) to NEXTLINK	Provide documentation to support the following claims: a) "NEXTLINK is constantly forced to 'escalate' its orders and track down senior Bell Atlantic staff. . . to have its orders completed."
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NEXTLINK ordered a T1 circuit for its customer, [REDACTED], on June 8 (PON [REDACTED]) and received a FOC date of July 11. However, Bell Atlantic failed to show up for the install. NEXTLINK escalated the problem on July 14. On July 19 Bell Atlantic indicated that there was a central office problem. NEXTLINK did not take delivery of the circuit until July 23.

NEXTLINK ordered a T1 circuit for its customer [REDACTED] Net on June 7 (PON [REDACTED]) and received a FOC date of July 13. BA-MA did not show up for the install and NEXTLINK escalated the issue on July 14 to and again on July 18. NEXTLINK finally took delivery of the circuit on July 19.

NEXTLINK ordered a T1 circuit for its customer [REDACTED] on June 13 (PON [REDACTED]) and was given a FOC date of July 18. Bell Atlantic did not show up for the install and NEXTLINK escalated the problem on July 19. NEXTLINK did not take delivery of the circuit until July 27.

NEXTLINK ordered a T1 circuit for its customer [REDACTED] on June 7 and received a FOC date of July 13 (PON [REDACTED]). Bell Atlantic did not show up for the install on July 13. NEXTLINK escalated the issue and finally received the circuit on July 24.

NEXTLINK ordered a T1 circuit for its customer [REDACTED] on May 17 and received a FOC date of June 26 (PON [REDACTED]). Bell Atlantic failed to show up for the install on June 26 and NEXTLINK escalated the issue. NEXTLINK finally took delivery of the circuit on July 20.

NEXTLINK ordered a T1 circuit to be provisioned to its customer [REDACTED] on June 21 (PON [REDACTED]) and received a FOC date of July 24. Bell Atlantic did not show up for the install and NEXTLINK escalated the issue on July 27.

Case: D.T.E. 99-271
NEXTLINK, Massachusetts
Date of Request: July 27, 2000
Respondent: Deborah Manley, Director Customer Support

D.T.E. Question 1(b) to NEXTLINK	Provide documentation to support the following claims: b) “Bell Atlantic routinely misses NEXTLINK’s installation appointments.”
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NEXTLINK ordered a T1 circuit for its customer, [REDACTED], on June 8 (PON [REDACTED]) and received a FOC date of July 11. However, Bell Atlantic failed to show up for the install. NEXTLINK escalated the problem on July 14. On July 19 Bell Atlantic indicated that there was a central office problem. NEXTLINK did not take delivery of the circuit until July 23.

NEXTLINK ordered a T1 circuit for its customer [REDACTED] on June 7 (PON [REDACTED]) and received a FOC date of July 13. BA-MA did not show up for the install and NEXTLINK escalated the issue on July 14 to and again on July 18. The work was completed on July 18 and NEXTLINK finally took delivery of the circuit.

NEXTLINK ordered a T1 circuit for its customer [REDACTED] on June 13 (PON [REDACTED]) and was given a FOC date of July 18. Bell Atlantic did not show up for the install and NEXTLINK escalated the problem on July 19. NEXTLINK did not take delivery of the circuit until July 27.

NEXTLINK ordered a T1 circuit for its customer [REDACTED] on June 7 (PON [REDACTED]) and received a FOC date of July 13. Bell Atlantic did not show up for the install on July 13. NEXTLINK escalated the issue and finally received the circuit on July 24.

NEXTLINK ordered a T1 circuit for its customer [REDACTED] on May 17 (PON [REDACTED]) and received a FOC date of June 26. Bell Atlantic failed to show up for the install on June 26 and NEXTLINK escalated the issue. NEXTLINK finally took delivery of the circuit on July 20.

NEXTLINK ordered a T1 circuit to be provisioned to its customer [REDACTED] on June 21 (PON [REDACTED]) and received a FOC date of July 24. Bell Atlantic did not show up for the install and NEXTLINK escalated the issue on July 27.

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D.T.E. Question 1(c) to NEXTLINK	Provide documentation to support the following claims: c) “At best, Bell Atlantic provides Firm Order Commitment (“FOC”) dates months away.”
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NEXTLINK placed an order for 6 T1 circuits to be provisioned to its customer [REDACTED] on May 2 (PON [REDACTED]) and received a FOC date of August 10.

NEXTLINK placed an order for a T1 circuit for its customer [REDACTED] on June 26 (PON [REDACTED]) and was given a FOC date of October 10. On July 11 NEXTLINK attempted to escalate to get a more timely date from Bell Atlantic, but the attempt to escalate was denied by Bell Atlantic, who indicated that the delay was due to a SONET build in Cambridge. Bell Atlantic further indicated that escalation for delays associated with SONET builds are not appropriate.

NEXTLINK placed an order for a T1 for its customer [REDACTED] on May 23 (PON [REDACTED]) and was originally given a FOC date of September 12 because Bell Atlantic indicated that it needed to install facilities at the customer location. NEXTLINK escalated the issue and received a new FOC date July 26 on June 28. Bell Atlantic failed to show up for the install on July 26, and on July 27 NEXTLINK escalated the issue. To date this issue remains unresolved.

NEXTLINK placed an order for a T1 for its customer [REDACTED] on June 13 (PON [REDACTED]) and received a FOC date of July 12. However on June 16 Bell Atlantic pushed the FOC date out to July 26, stating that there were no facilities available. On July 20 Bell Atlantic again pushed the date out, indicating that it could not deliver the circuit until August 10, at which time the SONET build in the area is scheduled to be completed.

NEXTLINK placed an order for a T1 for its customer [REDACTED] on June 8 (PON [REDACTED]). Initially, NEXTLINK received a FOC of June 23. However, Bell Atlantic subsequently pushed the FOC date out to August 24.

D.T.E. Question 1(d) to NEXTLINK	Provide documentation to support the following claims: d) “Bell Atlantic’s technicians routinely appear at the wrong address or prematurely determine that the customer is not ready on the service delivery date.”
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It has been my experience as Director of Customer Support that Bell Atlantic technicians have, on a number of occasions, appeared at the incorrect customer address, or alternatively, Bell Atlantic technicians prematurely conclude that the customer is not ready (“CNR”).

For example - NEXTLINK placed a T1 order for [REDACTED] on April 24. The customer was moving at the end of May. A FOC date of June 21 was initially received. On May 15, the date was pushed to July 26. Bell Atlantic repeatedly stated that the customer could not provide the right demarcation point or address information, although the customer had provided correction data. The address with the customer’s name was not in Bell Atlantic’s database with the Co-nect name, but rather a former tenant. After escalating for a better date and Bell Atlantic providing a new FOC date of June 1, Bell Atlantic was dispatched to the customer’s site on June 5. Bell Atlantic did some work at the site and then left without informing NEXTLINK as to the status of the account. After NEXTLINK continued to pursue, Bell Atlantic finally completed the work and tested the circuit with NEXTLINK on June 8.

It should be noted that the specific responses described above for 1(a) through 1(d) are illustrative of the service NEXTLINK receives from Bell Atlantic and are not exhaustive. In the month of June, Bell Atlantic indicated that it would provision 19 T1 circuits with specific FOC dates provided by Bell Atlantic. Of those 19 circuits Bell Atlantic only provisioned 3 circuits on time. This converts to an on time performance percentage of approximately 15.80%.